

JARVIS Provider Portal - Guidance for Providers

The Provider Portal in JARVIS is the location for Provider staff to document Casework Contact Notes, Life Skills Assessment scores, Critical Incidents, Family Connections, and upload reports for services and placements.

HHS staff have read-only access to the Provider Portal and receive automated notification from the system when Critical Incidents are entered or when documents are uploaded.

The Provider Portal can be accessed at https://secureapp.dhs.state.ia.us/cwis_jarvis/ via Google Chrome or Microsoft Edge browsers.

Accessing the Portal

To access JARVIS, enter login credentials on the Enterprise sign in page.

Enterprise A&A

Sign In Forgot Password Forgot Id

DHS-DDM-CWIS-JARVIS

Enter your Account Id and Password and press sign in to continue.

Account ID:

Password:

Sign In

Account Details

What is A&A?
Help
Report Issue to State Service Desk

Account ID - Enter your ID in format *firstname.lastname@iowaid*.

Password - Enter the same password you use to sign onto your computer on a daily basis unless directed otherwise.

To change account details, enter your login information and click on the “Account Details” button. Click “Forgot Password” to retrieve your password.

User Administration

Designated Provider Administration staff have access to the User Administration tab in order to maintain a list of active staff members from their agency. Only active members from your agency will display on the User List.

To locate a worker, scroll down the User List or use the search feature and then click “Select” next to the record.

The screenshot shows the 'User Administration' interface. The 'User Administration' tab is highlighted in the top navigation bar. The 'User List' section contains search filters for First Name, Last Name, Email, and EAA ID, along with an 'Active' checkbox. Below the filters are 'Search', 'Clear', and 'New User' buttons. A table lists users with columns for Last Name, First Name, EAA ID, Email Address, and Active. A red arrow points to the 'Select' button next to the first user, Testerson, Testy.

Last Name	First Name	EAA ID	Email Address	Active
Testerson	Testy	ttest@dhs.state.ia.us	ttest@hotmail.com	True

NOTE: The search function must be used to locate an inactive worker.

Once selected, their user profile will display. The account details are greyed out and not modifiable with the exception of the Active Check box. Contact the CWIS Help Desk if changes need to be made to the user's account details.

Activate/De-Activate Provider Staff

- Activate - Check the “Active” box and click Save. This action will add the worker back to the active User List. Workers must log in the same day their account was activated otherwise their account will go inactive in the overnight batch.
- Deactivate - Uncheck the “Active” box on the worker's profile and click Save. This action will deactivate the user and they will no longer display on the User List.

Provider Worker

General Information

Name (First/Last)	Provider	Worker
EAA ID	TEST@IOWAID	
Email Address	Ajohnso5@dhs.state.ia.us	
Provider	Four Oaks	
Active	<input checked="" type="checkbox"/>	
Save		

Role Information

Available Roles	[CISR Provider Administrator] - CI	Add Role				
Assigned Roles	<table border="1"> <thead> <tr> <th></th> <th>Role Name</th> </tr> </thead> <tbody> <tr> <td>Delete</td> <td>CISR Facility Worker</td> </tr> </tbody> </table>			Role Name	Delete	CISR Facility Worker
	Role Name					
Delete	CISR Facility Worker					

Site Information

Available Sites	Independence	Add Site						
Assigned Site	<table border="1"> <thead> <tr> <th></th> <th>Site Name</th> </tr> </thead> <tbody> <tr> <td>Delete</td> <td>Cedar Rapids</td> </tr> <tr> <td>Delete</td> <td>CRSA - FCS</td> </tr> </tbody> </table>			Site Name	Delete	Cedar Rapids	Delete	CRSA - FCS
	Site Name							
Delete	Cedar Rapids							
Delete	CRSA - FCS							

NOTE: Contact the CWIS Help Desk to add a new user who has not had prior access to the Provider Portal.

Site Administration

Designated Provider Administration staff have access to the Site Administration tab where they can adjust the total case capacity numbers up and down for Solution Based Casework and SafeCare, reflecting staff capacity by Decat cluster.

NOTE: Changes to capacity numbers need to occur in a timely manner so the statewide map reflects availability in real time.

To enter or modify service capacity:

1. On the Site Administration tab, click Select next to the specific FCS site from the Facility List.

Facility List

Facility Name ☒ Active

[Search](#) [Clear](#) [New Facility](#)

	Provider Name	Facility	Active
Select	Lutheran Services In Iowa	EISA - FCS	True

2. On the Facility Site screen, click the "Edit" button next to Decat Cluster Name.

EISA - FCS

General Information

Site Name	EISA - FCS		
Provider	Lutheran Services In Iowa		
Service Area	Eastern		
Effective Start Date Effective End Date	6/24/2020	6/24/2032	
Active	<input checked="" type="checkbox"/>		
Save			

Decat Cluster Information

Assigned Decat Cluster

[Add Decat Cluster](#)

	Decat Cluster Name	SBC Total	Safe Care Total
Edit	CLINTON	22	4

Service Information

Available Services

Diversion [Add Service](#)

Assigned Services

	Service Name
Delete	Non-Agency Voluntary Services
Add Service	CTRM Meeting Facilitation

3. Enter or modify the total case capacity number for SBC and/or SafeCare and click “Save” to update the totals.

Edit Decat Cluster - CLINTON

Total SBC

Total Safe Care

[Save](#) [Close](#)

Service Capacity

The Service Capacity tab is where the availability of Family Centered Services is tracked on a statewide map. Click on any county to view an availability matrix for the corresponding Decat cluster. Providers will only be able to view service capacity information for their own agency.

Decat Service Clusters and HHS Service Areas



Once a Decat cluster is selected, a pop-up window will display Family Centered Service capacity and availability.

Decat Cluster Family Centered Services Capacity / Availability										
Black Hawk										
Agency Name	SBC Case Capacity	SBC Filled	SBC Available	SafeCare Case Capacity	SafeCare Filled	SafeCare Available	Family Preservation Filled	SFM/YTDM Filled	Non-Agency Voluntary Services Filled	Kinship Navigator Filled
Families First - NISA - FCS	120	82	38	20	15	5	1	0	1	0
Mid Iowa Family Therapy Clinic - NISA - FCS	84	87	-3	18	6	12	2	57	4	0

The information displayed in the matrix includes:

- Case Capacity – The total counts reflect entries made by Provider Administrators on the Site Administration tab.
- Filled – The total number of Family Centered Service cases the agency is currently serving. The “Filled” total will update in real time as services open and close on the Placement/Service tab.

- NOTE: Solution Based Casework – Q RTP Post Discharge Service cases are included in the SBC Filled total.
- Available – The number of Family Centered Service cases the provider still has the capacity to serve. This count is equivalent to the Case Capacity minus Filled.
- Family Preservation Filled, SFM/YTDM Filled, Non-Agency Voluntary Services Filled, Kinship Navigator Filled - The total number of cases the agency is currently serving. There is no capacity/availability displayed for these service types.
- NOTE: Open FTDM services are included in the SFM/YTDM Filled total.

Decat Cluster Family Centered Services Capacity / Availability

Black Hawk

Agency Name	SBC Case Capacity	SBC Filled	SBC Available	SafeCare Case Capacity	SafeCare Filled	SafeCare Available	Family Preservation Filled	SFM/YTDM Filled	Non-Agency Voluntary Services Filled	Kinship Navigator Filled
Families First - NISA - FCS	120	82	38	20	15	5	1	0	1	0
Mid Iowa Family Therapy Clinic - NISA - FCS	84	87	-3	18	12	2	57	4	0	0

Service Area: Northern
 Provider: Families First
 Site: NISA - FCS
 Decat Cluster: Black Hawk

Child Name	FACSID	State ID	Financial County	DHS Worker Name	Provider Worker Name	Referral Date	Service Name	Service Start Date	Service Duration (In Days)
TURNER			Black Hawk		Abigail	07/01/2020	Solution	07/01/2020	364

Click on the number filled to view client information.

Click to download client information into an Excel doc

Download Excel Close

- When clicking on the number listed under the “Filled” column, a separate grid will display with basic client information for cases open under that particular service. Click “Download Excel” button at the bottom of the pop-up window to download client information into an Excel document.

Search

Search for a child by using the Search tab.

1. Click on the “Search” tab.
2. Enter Name (and any known demographic information) or State ID in the search fields and click the “Search” button.

Dashboard Search

Service Capacity
 Placement / Service
 3055 Authorizations
 CWES Legacy Reports

Search

Search by Name

First Name Last Name

Facs ID Date of Birth Financial County

Search Clear

Search by State ID

State ID Search

3. A pop-up window will display any search result matches. Click the “Select” button next to the appropriate child from the results list.

Search Results

10 records per page

Search:

First Name	Middle Name	Last Name	Date of Birth	State ID	FACS ID	Financial County	
Pebbles		Flintstone	03/21/2009	0000000c	1070		Select

Showing 1 to 1 of 1 entries

← Previous 1 Next →

Close

NOTE: If there is not a match for the child within the search results, provider staff should contact the HHS worker.

Once selected, the Placement List screen for the child will display.

Child Information

CHILD'S NAME
Pebbles Flintstone
FINANCIAL COUNTY

DATE OF BIRTH
3/21/2009
STATE ID
0000000c

Placement / Service List + New Entry

Placements / Services

10 records per page

Search:

Provider Name	Site	Service Type	Referral Source	Service Start Date	Service End Date	
Four Oaks	CRSA - FCS	Solution Based Casework – Q RTP Post Discharge Services	DHS	06/26/2020	06/26/2020	Select
Four Oaks	Independence	Qualified Residential Treatment Program (Q RTP)	DHS	06/26/2020	06/26/2020	Select
Four Oaks	CRSA - FCS	Family Preservation	DHS	06/16/2020	06/26/2020	Select
Four Oaks	CRSA - FCS	SafeCare	DHS	06/09/2020	06/16/2020	Select
Four Oaks	CRSA - FCS	FTDM Meeting Facilitation	DHS	06/08/2020	06/08/2020	Select
Four Oaks	CRSA - FCS	Solution Based Casework	DHS	06/03/2020	06/26/2020	Select

Note: The Placement/Service detail pop-up window will be read only for placements/services ended prior to 7/1/20.

Add a Placement/Service

- On the Placement/Service tab, click the “+ New Entry” button on the Placement/Service list header.

Dashboard

Search

Service Capacity

Placement / Service

3050 Notifications

CWES Legacy Reports

Child Information

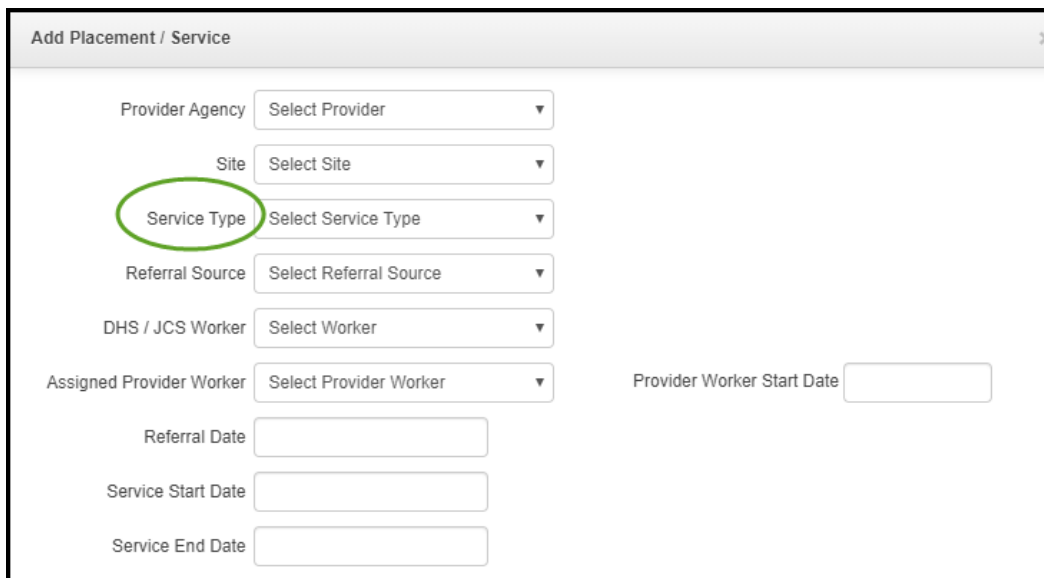
CHILD'S NAME
Pebbles Flintstone
FINANCIAL COUNTY

DATE OF BIRTH
3/21/2009
STATE ID
0000000c

Placement / Service List + New Entry

Placements / Services

- Complete the Placement/Service pop-up window with the appropriate information.



Add Placement / Service

Provider Agency

Site

Service Type

Referral Source

DHS / JCS Worker

Assigned Provider Worker

Provider Worker Start Date

Referral Date

Service Start Date

Service End Date

A standard set of fields will display for all service types. These include:

- **Provider Agency** - Select the applicable agency of the service or placement.
- **Site** - When adding a placement, select the specific location or foster family where the child is placed. When adding Family Centered Services or Non-Agency Voluntary Services, select the Service Area followed by FCS. Example: NISA - FCS.
- **Service Type** - Select the applicable service type.*
- **Referral Source** - Select DHS, JCS, Voluntary, or Law Enforcement.
- **DHS / JCS Worker** - Select the worker assigned.
- **Assigned Provider Worker** - Select the Provider Worker assigned for the specific service. This selection must be kept up to date in real time with the most current assigned worker.
- **Provider Worker Start Date** - Select the date the Provider Worker was assigned to the specific service. This selection must be kept up to date in real time, changed with each Assigned Provider Worker update.
- **Referral Date** - Select the date the service was referred to the agency.
- **Service Start Date** - Select the date the placement or service began.
- **Service End Date** - Select the date the placement or service ended. This may be left blank until the service or placement closes.
- **Miscellaneous Notes** - Free form text field to enter information as needed.

* The Service Type selected determines which additional fields display for entry. See list below for fields dynamic to each Service Type.

Solution Based Casework

Additional fields that automatically display when Solution Based Casework is the selected Service Type include:

- Decat Cluster and Financial County

Add Placement / Service

Provider Agency: Families First

Site: NISA - FCS

Service Type: Solution Based Casework

Decat Cluster: Black Hawk

Financial County: Black Hawk

Referral Source: DHS

DHS / JCS Worker: Worker, Social

Assigned Provider Worker: Worker, Provider

Provider Worker Start Date: 07/03/2020

Referral Date: 07/03/2020

Service Start Date: 07/03/2020

Service End Date:

Miscellaneous Notes:

Save Close

SFM and YTDM Meeting Facilitation

Additional fields that automatically display when either SFM or YTDM meeting is the selected Service Type include:

- Date of Meeting – this field can be left blank if the meeting did not occur.
- Did the referring DHS worker attend the meeting? – this field can be left blank if the meeting did not occur.

Add Placement / Service

Provider Agency: Mid Iowa Family Therapy Clinic

Site: NISA - FCS

Service Type: Solution Focused Meeting Facilit

Decat Cluster: Black Hawk

Financial County: Black Hawk

Referral Source: DHS

DHS / JCS Worker: Johnson, Amy

Assigned Provider Worker: Administrator, Provider

Provider Worker Start Date: 07/01/2021

Referral Date: 7/1/2021

Service Start Date: 07/01/2021

Date of Meeting: 07/01/2021

Did the referring DHS worker attend the meeting? Yes

Service End Date:

Miscellaneous Notes:

Save Close

SafeCare

Additional fields that automatically display when SafeCare is the selected Service Type include:

- Decat Cluster and Financial County
- Modules including PCI/PII, Home Safety, and Health are available for selection. Check all modules and sessions completed by the family.

Add Placement / Service

DHS / JCS Worker
Worker, Social

Assigned Provider Worker
Worker, Provider

Provider Worker Start Date
07/03/2020

Referral Date
08/09/2020

Service Start Date
08/09/2020

Service End Date

Check All Modules that were completed by the Family

☒ PCI/PII

☒ Pre Test
☐ 2
☐ 3
☐ 4
☐ 5
☐ Post Test

☒ Home Safety

☒ Pre Test
☒ 2
☒ 3
☐ 4
☐ 5
☐ Post Test

☒ Health

☒ Pre Test
☒ 2
☒ 3
☒ 4
☒ 5
☒ Post Test

Family Preservation

Additional fields that automatically display when Family Preservation is the selected Service Type include:

- Decat Cluster and Financial County
- Referral Time
- Race of Children in the Household – Check a box next to the appropriate race and enter a numeric value for the total number of household children for the selected race. Users can select more than one option.

Provider Agency: Four Oaks
 Site: CRSA - FCS
 Service Type: Family Preservation
 Decat Cluster: Jasper
 Financial County: Iowa
 Referral Source: DHS
 DHS / JCS Worker: Johnson, Amy
 Assigned Provider Worker: Worker, Provider
 Provider Worker Start Date: 10/02/2020
 Referral Date: 9/30/2020
 Referral Time: 12:49 PM
 Service Start Date: 10/02/2020

Race of Children In Household		Total Household Children by Race
<input type="checkbox"/>	White	0
<input checked="" type="checkbox"/>	African American	1
<input type="checkbox"/>	Asian	0
<input type="checkbox"/>	Native American/Alaskan Native	0
<input type="checkbox"/>	Native Hawaiian/Pacific Islander	0
<input type="checkbox"/>	Hispanic	0
<input checked="" type="checkbox"/>	Two or More Races	1
<input type="checkbox"/>	Other	0

- Date of Child Safety Conference
- If a CSC was not held, select a reason from the drop-down menu.
- Living Arrangement of Children in the Household at Time of CSC - Check a box next to the appropriate household arrangement and enter a numeric value for the total number of household children in the selected living arrangement. Users can select more than one option.

Date of Child Safety Conference: 10/08/2020
 If CSC not held, why?: Select CSC not held Reason

Living Arrangement of Children In Household at Time of CSC		Total Household Children by Living Arrangement
<input type="checkbox"/>	Intact	0
<input checked="" type="checkbox"/>	Relative	2
<input type="checkbox"/>	Fictive Kin	0
<input type="checkbox"/>	Hospital	0
<input type="checkbox"/>	Shelter Care	0
<input type="checkbox"/>	PMIC	0
<input type="checkbox"/>	Other	0

- Date of Follow-up Child Safety Conference
- If a Follow-up CSC was not held, select a reason from the drop-down menu.
- Living Arrangement of Children in the Household at Time of Follow-up CSC - Check a box next to the appropriate household arrangement and enter a numeric value for the total number of household children in the selected living arrangement. Users can select more than one option.

Date of Follow-up Child Safety Conference		10/19/2020
If follow up CSC not held, why?		Select follow up CSC not held Reason ▼
	Living Arrangement of Children in Household at Time of Follow-up CSC	Total Household Children by Living Arrangement
<input type="checkbox"/>	Intact	0
<input checked="" type="checkbox"/>	Relative	2
<input type="checkbox"/>	Fictive Kin	0
<input type="checkbox"/>	Hospital	0
<input type="checkbox"/>	Shelter Care	0
<input type="checkbox"/>	PMIC	0
<input type="checkbox"/>	Other	0

Temporary Informal Shelter

This service should only be entered in the Provider Portal if there is/will be an open service case.

Edit - Placement / Service	
Provider Agency	Four Oaks ▼
Site	Independence ▼
Service Type	Temporary Informal Shelter ▼
Referral Source	DHS ▼
DHS / JCS Worker	Johnson, Amy ▼
Assigned Provider Worker	Johnson, Amy ▼
Provider Worker Start Date	06/22/2023
Referral Date	6/22/2023
Service Start Date	06/22/2023
Service End Date	
Does child's parent(s)/guardian(s) live more than 50 miles away?	Yes ▼
Does child's sibling(s) live more than 50 miles away?	N/A ▼
Is contact restricted by DHS, JCS, or a Court Order?	Yes ▼
Miscellaneous Notes	
<input type="button" value="Save"/> <input type="button" value="Close"/>	

Qualified Residential Treatment Program (QRTP)

Additional fields that automatically display when Qualified Residential Treatment Program (QRTP) is the selected Service Type include:

- Anticipated Discharge Date
- QRTP Post-Discharge Service Provider - This field will only display when the Service End date is entered. If QRTP Post-Discharge Services is not to be provided, an additional field displays to indicate the reason why.
- Does the child's parent(s)/guardian(s) live more than 50 miles away? *
- Does the child's sibling(s) live more than 50 miles away? *
- Is contact restricted by DHS, JCS, or a Court Order? *

* NOTE: These 3 fields display on all placement types including Foster Family, Temporary Informal Shelter, Scattered Site, Clustered Site, and QRTP.

The screenshot shows a web form titled "Add Placement / Service". It contains several dropdown menus and text input fields. The "Anticipated Discharge Date" field, which contains the date "12/03/2020", is highlighted with a red rectangular box. Other visible fields include "Provider Agency" (Four Oaks), "Site" (Cedar Rapids), "Service Type" (Qualified Residential Treatment f), "Referral Source" (DHS), "DHS / JCS Worker" (Worker, Social), "Assigned Provider Worker" (Johnson, Amy), "Provider Worker Start Date" (09/02/2020), "Referral Date" (09/02/2020), "Service Start Date" (09/03/2020), "Service End Date" (empty), "Does child's parent(s)/guardian(s) live more than 50 miles away?" (Yes), "Does child's sibling(s) live more than 50 miles away?" (N/A), "Is contact restricted by DHS, JCS, or a Court Order?" (No), and a "Miscellaneous Notes" text area at the bottom.

Solution Based Casework - QRTP Post-Discharge Services

Additional fields that automatically display when Solution Based Casework – QRTP Post-Discharge Services is the selected Service Type include:

- Decat Cluster and Financial County
- QRTP Site the youth was discharged from and the QRTP Discharge Date.
- If the service is ended in less than 180 calendar days after the youth's discharge from QRTP, DHS Approval Date and Reason for Early Discharge fields will display.

Add Placement / Service

Service Type: Solution Based Casework – QRT ▼

Decat Cluster: Black Hawk ▼

Financial County: Black Hawk ▼

Referral Source: DHS ▼

DHS / JCS Worker: Worker, Social ▼

Assigned Provider Worker: Worker, Provider ▼

Provider Worker Start Date: 07/03/2020

Referral Date: 11/8/2020

Service Start Date: 11/08/2020

QRTTP site youth discharged from: Four Oaks - Cedar Rapids ▼

QRTTP Discharge Date: 11/08/2020

Service End Date: 12/01/2020

DHS Approval Date:

Reason for Early Discharge: **Select Early Discharge Reason**

Miscellaneous Notes:

Select Early Discharge Reason

- Moved Out of State to Live with Parent/Relative/Fictive Kin
- Placed Out of State
- Placed in Shelter
- Placed in QRTTP
- Placed in SAL
- Placed in Detention
- Youth Aged Out at 18 or Older
- Other (will have to describe in text field)

Save

Non-Agency Voluntary Services

Additional fields that automatically display when Non-Agency Voluntary Services is the selected Service Type include:

- Decat Cluster and Financial County
- Date of Transition meeting between referring DHS worker, provider, and family?
- Did the referring DHS worker attend the meeting?
- Child's living arrangement at time of discharge.

If a Transition Meeting did not occur, follow the steps below:

1. Leave the Date of Transition Meeting field (1) blank.
2. On the question “Did the referring DHS worker attend the meeting?” (2), select “Meeting Not Held” from the drop-down menu.
3. Details regarding why the Transition Meeting did not occur should be documented in the Miscellaneous Notes section (3).

Family Interaction

Additional fields that automatically display when Family Interaction is the selected Service Type include:

- Decat Cluster and Financial County

Edit - Placement / Service

Provider Agency
Four Oaks

Site
CRSA - FCS

Service Type
Family Interaction

Decat Cluster
Appanoose

Financial County
Appanoose

Referral Source
DHS

DHS / JCS Worker
Johnson, Amy

Assigned Provider Worker
Johnson, Amy

Referral Date
6/22/2023

Service Start Date
06/22/2023

Service End Date

Miscellaneous Notes

Provider Worker Start Date
06/22/2023

Save
Close

Kinship Navigator

Additional fields that automatically display when Kinship Navigator is the selected Service Type include:

- Decat Cluster and Financial County

Add - Placement / Service

Provider Agency
Mid Iowa Family Therapy Clinic

Site
NISA - FCS

Service Type
Kinship Navigator

Decat Cluster
Black Hawk

Financial County
Black Hawk

Referral Source
DHS

DHS / JCS Worker
Johnson, Amy

Assigned Provider Worker
Administrator, Provider

Provider Worker Start Date
07/01/2021

Referral Date
07/01/2021

Service Start Date
07/01/2021

Service End Date

Miscellaneous Notes

Save
Close

Kinship Navigator services can overlap in the portal.

Placement/Service Overlap

A validation error will display when a placement or service entry conflicts with an existing overlapping record on the Placement/Service List. See system guidelines below to determine which types of placements and services cannot overlap on the Placement/Service list.

- Non-Agency Voluntary Services should not overlap any other service or placement type.
- Placements should not overlap any other placements with the exception of Temporary Informal Shelter. Temporary Informal shelter can only overlap with Foster Care and Family Centered Services.
- Family Preservation Services and SafeCare should not overlap.

NOTE: Solution Based Casework should not overlap a QRTP or Shelter placement for more than 30 calendar days unless there is HHS approval.

A conflicting placement/service may not be visible since each user is only able to see placements and services entered by their own agency. The error message will specify the Provider, Site, and Service Type of the conflicting placement so contact can be made to reconcile entries. An example of an error message is below:

Error

Child is currently placed in Lutheran Services In Iowa, Waverly (Qualified Residential Treatment Program (QRTP)). Please contact them to end the current service.

Alert

Solution Based Casework and Solution Based Casework - Q RTP Aftercare Services should not overlap with a Q RTP or Shelter placement for more than 30 days. If services continue beyond that point, the SBC provider will be required to enter a DHS Approval Date and SBC Exception Reason in the Provider Portal. An alert and email notification has been added to notify the SWCM, SWCM Supervisor, and Assigned SBC Provider Worker when an overlap has occurred for 23 days. The email notification will be sent to all three recipients on the same email so that a determination can be made regarding the date of service closure prior to the 30 day mark.

Subject: Provider Portal - Service Overlap for FACS ID# 9876543- Daffy Duck

Solution Based Casework service overlaps Qualified Residential Treatment Program (Q RTP) placement for FACS ID # 9876543/State ID # NA - Daffy Duck. Contact Four Oaks provider to end the service or provide extension reason.

In order to satisfy the alert, the SBC provider will need to end services in the Provider Portal or enter a DHS Approval Date and select the SBC Exception Reason for continued service. The notification will be sent every 3 days after the initial alert until the requirement is satisfied.

The screenshot shows the 'Add Placement / Service' form. Key fields include: Provider Agency (Four Oaks), Site (CRSA - FCS), Service Type (Solution Based Casework), Decat Cluster (Linn), Financial County (Linn), Referral Source (DHS), DHS / JCS Worker (Johnson, Amy), Assigned Provider Worker (Worker, Provider), Provider Worker Start Date (07/01/2020), Referral Date (7/1/2020), Service Start Date (07/01/2020), SBC Extension Reason (dropdown menu), and DHS Approval Date (text field). The SBC Extension Reason dropdown is open, showing options: 'Select Extension Reason', 'Other Child(ren) in the Household Eligible for FCS', and 'Other (Describe in Miscellaneous Notes)'. The DHS Approval Date field is empty.

Select a Placement/Service

Click "Select" next to the placement entry to access Life Skills Assessments, Family Connection Notes, Critical Incidents, and Documents.

The screenshot shows the 'Placement / Service List' table. The table has columns: Provider Name, Site, Service Type, Referral Source, Service Start Date, Service End Date, and a 'Select' button. The first row is highlighted with a red circle around the 'Select' button.

Provider Name	Site	Service Type	Referral Source	Service Start Date	Service End Date	Select
Four Oaks	Independence	Qualified Residential Treatment Program (Q RTP)	DHS	06/25/2020	06/28/2020	Select
Four Oaks	CRSA - FCS	Solution Based Casework	DHS	06/03/2020	06/25/2020	Select

Once selected, the system will navigate to a screen where the user can view, modify, or add entries into each section.

NOTE: Family Connection Notes and Critical Incidents sections only display on Placement records.

Life Skills Assessments

+ New Life Skills Assessments

No Life Skills Assessments Available.

Family Connection Notes

+ New Family Connection

No Family Connections Available.

Critical Incidents

+ New Critical Incident

No Critical Incidents Available.

Documents

Upload Document

No Documents Available.

Life Skills Assessments

- Click on the “+New Life Skills Assessments” button on the Life Skills Assessments header.

Life Skills Assessments

+ New Life Skills Assessments

No Life Skills Assessments Available.

- A pop-up window will display to enter the Date of Life Skills Assessment, the score, and the type of Assessment, along with a space for any Miscellaneous Notes.

Adding New Life Skills Assessments

Date Assessment Completed
Score
Type
Miscellaneous Notes

Save Close

- When entries are complete, hit “Save”. Once saved, the entry will display on the Life Skills Assessments list with the Date, Score, and Type. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.

Life Skills Assessments

+ New Life Skills Assessments

10 records per page

Search:

Date Assessment Completed	Score	Type	
03/01/2019	3.25	Admission Assessment	

Showing 1 to 1 of 1 entries

Previous

1

Next

Family Connection Notes

- Click on the “+ New Family Connection” button on the Family Connection Notes header.

Family Connection Notes [Placement List](#) [+ New Family Connection](#)

10 records per page Search:

Month	Year	Non Face to Face Frequency Parent	Face to Face Frequency Parent	Face to Face Frequency Sibling

- A pop-up window will display to enter details regarding a month of Family Connections. All drop-downs require a selection to be made and a Miscellaneous Notes section is available. When complete, hit "Save."

Add New Family Connection Notes

Month:

Year:

Frequency of non face to face contact (e.g., phone, video, email, text, mail, etc.) during the month between the child and parent(s)/guardian(s):

Frequency of face to face contact during the month between the child and parent(s)/guardian(s) or other adult members of their positive support system:

Frequency of face to face contact during the month between the child and their sibling(s):

Miscellaneous Notes:

[Save](#) [Close](#)

- Once saved, the entry will display on the Family Connection Notes list with the date and type of each contact. Click on the blue paper and pencil icon next to the entry on the Family Connection Notes list to view and/or modify the note detail.

Family Connection Notes [Placement List](#) [+ New Family Connection](#)

10 records per page Search:

Month	Year	Non Face to Face Frequency Parent	Face to Face Frequency Parent	Face to Face Frequency Sibling
June	2018	1-5 contacts	1-3 contacts	1-3 contacts

Critical Incidents

Placement providers will utilize the Provider Portal to document all critical incidents within 24 hours of occurrence. Any circumstances listed below require a Critical Incident to be documented:

- Death
- Emergency treatment by medical personnel in or at a hospital, other medical clinic, urgent care provider, or a physician's office
- Police calls or other law enforcement involvement or contact
- Mandatory report of abuse

- Click on the "+ New Critical Incident" button on the Critical Incidents header.

Critical Incidents [+ New Critical Incident](#)

10 records per page Search:

Incident Date	Reported To Assigned Worker Date

- A pop-up window will display to enter details regarding the Critical Incident.

- Enter the Date/Time of Incident and when it was reported to the assigned worker.
- The Date/Time Created will automatically populate based on when the incident documentation began.
- Select all applicable type(s) of incidents from the available options.
- Thoroughly document the incident in the Narrative Description of Incident and Agency Response field.
- Once completed, hit "Save."

3. The entry will display on the Critical Incident list with Incident Date and the Reported to Assigned Worker Date.

Incident Date	Reported To Assigned Worker Date
06/25/2018	06/25/2018

4. Click on the blue paper and pencil icon next to the entry on the Critical Incident list to view and/or modify the detail.

Critical Incident Notification

The assigned HHS or JCS worker will automatically receive an email notification from JARVIS if a critical incident has been entered for a child on their caseload. This does not replace the need for immediate telephonic notification for certain types of critical incidents:

CISR contractors must still notify the child's parent(s) or guardian and referral worker immediately of any serious illness, incident involving serious bodily injury, or circumstances causing removal of the child from the facility. In the event of the death of a child, a contractor shall immediately notify the child's parent(s) or guardian, the referral worker, the appropriate state authority, and the physician (if applicable). This information must be communicated in such a manner that the receipt of the information is assured; i.e., acknowledgement back from these parties is required. It is recommended that this information be communicated by telephone or in person, not via email or otherwise leaving a message.

Documents

Under Documents, providers can upload PDF, TIFF, or JPEG/JPG documents specific to the placement or service selected. Many of the document types that would have previously been mailed or emailed to the HHS worker will now be uploaded as a PDF to the Documents section in the Provider Portal. **NOTE: Documents uploaded through the Provider Portal are only available to HHS staff. Although JCS staff do not have access to Documents in the Provider Portal,**

placement providers are still required to upload CWES/Shelter Care, QRTP, and Supervised Apartment Living reports and documents to the Provider Portal for JCS assigned cases.

1. Within a placement or service, click the “Upload Document” button on the right side of the Document header. An “Upload Document” box will pop up.



2. Enter a Display Name. To ensure documents are named in a uniform manner, utilize the following guide for entry of Display Name and the selection on Document Type dropdown.

QRTP	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	Case Progress Report <date>	Service Progress Summary
	Discharge Summary <date>	Service Discharge/Termination Summary

Shelter Care	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	Discharge Summary <date>	Service Discharge/Termination Summary

Temporary Informal Shelter	Display Name	Document Type Selection
	CWES Intake Form <date>	CWES Intake Form

SAL	Display Name	Document Type Selection
	Service Plan <date>	Service Plan/Family Agreement
	SAL Budget Plan <date>	SAL Budget Plan
	Case Progress Report <date>	Service Progress Summary
	Discharge Summary <date>	Service Discharge/Termination Summary
	Discovering Connections <date>	Discovering Connections

Kinship Navigator Services	Display Name	Document Type Selection
	Eco Map <date>	Genogram/EcoMap
	Kinship Care Plan <date>	Service Plan/Family Agreement
	Casework Contact Note <date>	Casework Contact Note
	Termination Summary <date>	Service Discharge/Termination Summary
	Kinship Navigator Summary <date>	Kinship Navigator Summary

Family Preservation Services	Display Name	Document Type Selection
	Casework Contact Note <date>	Casework Contact Note
	Child Safety Conference Plan <date>	CSC/SFM/YTDM/SPC Notes or Plan
	STDM/YTDM Meeting Notes <date>	CSC/SFM/YTDM/SPC Notes or Plan
	YTDM Dream Path <date>	CSC/SFM/YTDM/SPC Notes or Plan
	Service Summary Report <date>	Service Discharge/Termination Summary

Solution Based	Display Name	Document Type Selection
Casework / SBC	Casework Contact Note <date>	Casework Contact Note
QRTP Post-	Family Agreement/Service Plan <date>	Service Plan/Family Agreement
Discharge	Case Progress Report <date>	Service Progress Summary
Services	Service Termination Summary <date>	Service Discharge/Termination Summary
	STDM/YTDM Meeting Notes <date>	CSC/SFM/YTDM/SPC Notes or Plan
	YTDM Dream Path <date>	CSC/SFM/YTDM/SPC Notes or Plan
	Action Plan <date>	Action Plan
	Eco Map <date>	Genogram/EcoMap

* Denotes requirement for both Agency service cases and Non-Agency Voluntary Service cases

SafeCare	Display Name	Document Type Selection
	Casework Contact Note <date>	Casework Contact Note
	Service Termination Summary <date>	Service Discharge/Termination Summary

Family Interaction	Display Name	Document Type Selection
	Family Interaction Data <date>	Family Interaction Data
	Family Interaction Plan <date>	Family Interaction Plan

Common to Multiple Services	Display Name	Document Type Selection
	Casey Life Skills Assessment <date>	Casey Life Skills Assessment
	Special Report <date>	Special Report

3. Select Document Type from the drop-down menu.

The screenshot shows the 'Upload Document' form. It has a 'Display Name' text box, a 'Comments' text box, and a 'Document Type' dropdown menu. The dropdown menu is open, showing a list of document types. The 'Document Type' dropdown is currently set to 'Service Plan/Family Agreement'. The list of document types includes: Select, Action Plan, Approval of KCP, Casework Contact Note, Casey Life Skills Assessment, Contact Summary Log, CSC/SFM/YTDM/SPC Notes or Plan, Genogram/EcoMap, Kinship Navigator Summary, SAL Budget Plan, Service Discharge/Termination Summary, Service Plan/Family Agreement, Service Progress Summary, Special Report, and Termination of KCP. Below the text boxes is a large dashed box with an upload icon and the text 'Drop files to upload (or click)'. At the bottom right are 'Upload Document' and 'Close' buttons.

4. If Casework Contact Note is selected as the Document Type, then additional fields will display for entry.

The screenshot shows the 'Upload Document' form with the following fields and values:

- Display Name: Casework Contact Note 7/6/20
- Document Type: Casework Contact Note (dropdown)
- Contact Date: 07/03/2020
- Contact Start Time: 09:30 AM
- Location: Select (dropdown menu is open showing options: Select, Current Placement, Other, Parent/Guardian Home)
- Duration (in Minutes): 85
- Comments: (empty text area)

Below the form is a large grey box with a dashed border and an upload icon, containing the text: **Drop files to upload** (or click).

Note: The Contact Start Time field will only display when a Casework Contact Note is uploaded to a Family Preservation service.

5. Upload the file. There are two ways to upload files.

- Drag the files to the “Drop files to upload” section (shown below). After completing the Display Name and Document Type, add applicable Comments as needed, and click the “Upload Document” button.

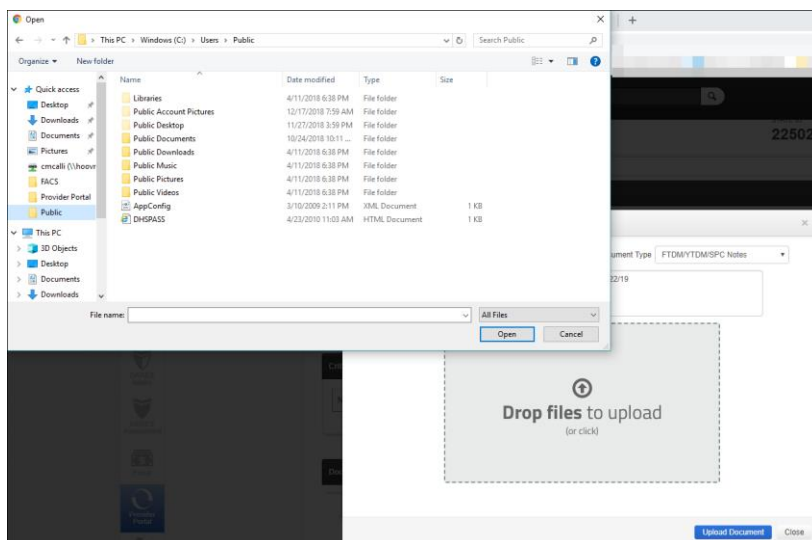
The screenshot shows the 'Upload Document' form with the following fields and values:

- Display Name: (empty text field)
- Document Type: Select (dropdown)
- Comments: (empty text area)


Below the form is a large grey box with a dashed border and an upload icon, containing the text: **Drop files to upload** (or click).

At the bottom right of the form are two buttons: **Upload Document** and **Close**.

- Add files from a saved location by clicking the “Drop files to upload” text in the grey box. A pop-up window will display locations on your computer to locate the file you wish to upload. To select a file, double click or highlight and click “Open”. Once the file has populated to the upload area, complete the Display Name, select a Document Type, add applicable Comments as needed, and click the “Upload Document” button.



Uploaded files will display under the Documents grid.

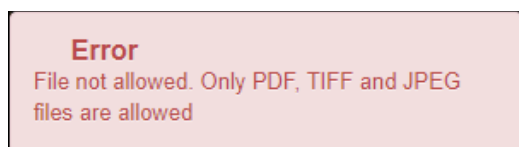
Documents Upload Document						
Name	Document Type	Uploaded Date	UserName	Contact Date	Location	Duration
 Casework Contact Note 7/6/20	Casework Contact Note	6/25/2020 9:32:07 PM	Amy Johnson	7/6/2020 9:39:00 AM	Current Placement	85 Select

The document name can be edited by clicking the pencil icon on the right side of the grid. To view the document, click select. If a document was uploaded in error, contact your Provider Administrator to request deletion.

NOTE:

- Only PDF, TIFF, and JPEG formats can be uploaded.
- Files must be 50 MB or smaller to be uploaded.
- Images should be saved in JPG format (rather than converted to PDF format).

The following error will display if the file type is not one listed above.



Document Upload Notification to Assigned HHS Worker

The HHS worker assigned to the placement or service case will automatically receive an email notification from JARVIS if a document has been uploaded for a child on their caseload.

Casework Contact Note

A Casework Contact Note can be entered on Solution Based Casework, Q RTP Post-Discharge Services, and Kinship Navigator without uploading a document. Click “Save Without Upload” to save Casework Contact Note details without a document uploaded.

Note: Enter “0” in Duration to document failed attempts at contact.

Upload Document

Display Name Document Type **Casework Contact Note**

Contact Date

Location **Select** Duration (in Minutes)

Comments

Drop files to upload
(or click)

Save Without Upload **Upload Document** Close

Family Interaction Data

Family Interaction Data can be entered on Family Interaction services without uploading a document. Enter the Total Hours and Total number of Interactions under the Fully Supervised and/or Semi-Supervised columns. Then Add a file to upload or click “Save Without Upload” to save Family Interaction details without a document uploaded.

Upload Document

Display Name Document Type **Family Interaction Data**

	Fully Supervised	Semi-Supervised
Total hours of interaction	<input type="text"/>	<input type="text"/>
Total number of interactions	<input type="text"/>	<input type="text"/>

Comments

Drop files to upload
(or click)

Save Without Upload **Upload Document** Close

Family Interaction Plan

Enter the total number of Hours Requested and upload the Family Interaction Plan.

Upload Document

Display Name

Document Type

Family Interaction Plan

Hours Requested

Comments

Drop files to upload

(or click)

Upload Document

Close

3055 Authorizations

Providers can access conversion 3055 Authorization forms that were auto-generated for:

- The conversion of active group care placements to QRTP placements on 4/1/20.
- The conversion of active FSRP services to Solution Based Casework on 7/1/20.

1. Once a client is selected from the search, click on the 3055 Authorizations tab.

Child Welfare Information Systems

JARVIS

Case Load

0

Reports

Alerts

0

My Links

Welcome

Dashboard

Search

Placement / Service

Provider Portal

CWES Legacy Reports

3055 Authorizations

Child Information

Email Link

Client Name:

Brady

Date of Birth:

FACS ID:

State ID:

Referral and Authorization forms

Provider Number	Service Type	Date Entered	Effective Date	Final Eligibility Date	
2957005	Group Care		10/08/2018	04/01/2020	
2957005	Group Care		04/01/2020	07/01/2020	

2. The Referral and Authorization Forms grid will display:

- A Termination 3055 Authorization for the previous service codes.
- A New 3055 Authorization for the new service codes.

3. Click on the printer icon next to the record to access a PDF of the 3055 authorization.

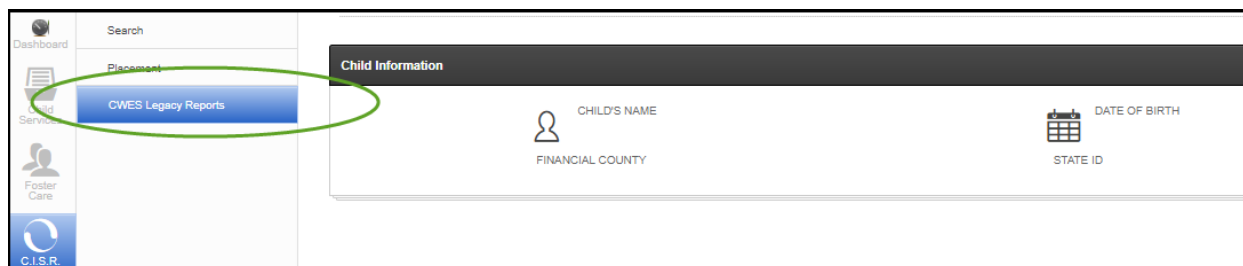
CWES Legacy Reports

Last Updated 7/1/23














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The screen will display a list of all Family Connection Notes and Critical Incident entered for the client in the CISR Module between 7/1/17 and 7/27/18 and in the CWES system prior to 7/1/17. Facility staff will only be able to view legacy data previously entered by their specific provider.

1. Once a client is selected from the search, click on the CWES Legacy Reports tab.



2. A list of Family Connection Notes and Critical Incidents entered previously in the CISR Module or the CWES application prior to 6/27/18 will display.

Family Connection Notes						
10	records per page	Search: <input type="text"/>				
Provider Name	Facility Name	Placement Type Name	Type of Visit	Start Date	End Date	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	06/20/2014	06/20/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	07/01/2014	07/01/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/08/2014	07/08/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	07/19/2014	07/19/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/05/2014	08/05/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/04/2014	08/04/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Another Individual	08/15/2014	08/15/2014	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	Department of Human Services	Face to Face with Custodial Parent	08/29/2014	08/29/2014	
Showing 1 to 10 of 74 entries						
← Previous 1 2 3 4 5 Next →						
Critical Incidents						
10	records per page	Search: <input type="text"/>				
Provider Name	Facility Name	Incident Date	Incident Time	Level of Care	Incident Type	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	12:45 PM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/19/2014	09:30 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	06:15 PM	Comprehensive Group Care	Use of physical restraints	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	
Four Oaks Family and Children's Svcs	South Oaks #2 - D2	06/23/2014	11:40 AM	Comprehensive Group Care	Use of Control Room	

3. Click on the paper and pencil icon to view details for a specific legacy entry. Note that Legacy data prior to 7/1/17 is read-only and cannot be modified.

rpt470-3055_0615_ReferralandAuthorization - Google Chrome

Not secure | intraappt/cwis_jarvis/ReportPDF.aspx

rpt470-3055_0615_ReferralandAuthorization 1 / 1

Print

Iowa Department of Human Services
Referral and Authorization for Child Welfare Services

Contractor Name : FOUR OAKS STOP, BERTRAM
Address Line 1 : 1341 BERTRAM ST
Address Line 2 :
City : BERTRAM State : IA Zip Code : 52403

☐ New ☐ Reauthorization ☒ Termination

DHS Referring Worker : Phone :
Address :
City : State : IA Zip Code :
Billing Child's Name : State ID :
Date of Birth : County of Financial Responsibility : Case ID : FACS ID :
Louisia 1

Service Code	Authorization Date	Effective Date	Final Eligibility Date
D390	10/08/2018	10/08/2018	04/01/2020
D360	10/08/2018	10/08/2018	04/01/2020

You are authorized to provide the services listed above for the duration listed. This notice supersedes any prior authorization of these same services as of the EFFECTIVE date indicated.

DHS Case Manager Signature: Automated Conversion Date: |
Supervisor Signature: Automated Conversion Date: |

470-3055 (Rev. 06/2015)

Contact the HHS CWIS Help Desk (cwishelp@dhs.state.ia.us) if a user needs to be added or deleted, a document or placement need to be deleted, or if there are problems accessing the system.